



Achieving the vision of e-government

Mark A. Forman
Associate Director
for IT & E-Government
OMB
MForman@OMB.eop.gov

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What's it like to be an IT professional

A man is flying a hot air balloon and realizes he is lost. He reduces height and spots a man down below. He lowers the balloon further and shouts, "Excuse me, can you tell me where I am?"

The man below says, "Yes, you're in a hot air balloon, hovering 30' above this field."

"You must work in Information Technology," says the balloonist.

"I do," replies the man. "How did you know?"

"Well," says the balloonist, "everything you told me is technically correct but it is of no use to anyone."

The man below says, "You must work in business."

"I do," replies the balloonist, "but how did you know?"

"Well," says the man, "you don't know where you are, or where you're going, but you expect me to be able to help. You're in the same position you were before we met, but now it's my fault."



How should we define and measure e-Government?



- **e-business:** an organization that uses the Internet for its core operations and interactions between customers, employees, and suppliers

- **e-government:**

- Use of the Internet for on-line filing of forms & taxes
- A government organization that uses the Internet to connect employees, suppliers, and customers
- The use of digital technologies to transform government operations in order to improve effectiveness, efficiency, and service delivery





E-Government represents a new role for IT in the Federal Government

The Vision: an order of magnitude improvement in the federal government's value to the citizen.

Principles:

- ❑ ***Integral component of President's Management Agenda***
- ❑ ***Market-based, Results-oriented, Citizen-Centered***
- ❑ ***Simplify & Unify***



Four Segments in the Citizen-Centered Strategy

Individuals: building easy to find one-stop-shops for citizens -- creating single points of easy entry to access high quality government services.

Businesses: reduce burden on businesses through use of Internet protocols and by consolidating myriad redundant reporting requirements.

Intergovernmental: make it easier for states to meet reporting requirements, while enabling better performance measurement and results, especially for grants.

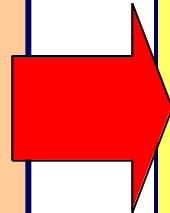
Internal efficiency and effectiveness: reduce costs for federal government administration by using best practices in areas such as supply chain management and financial management, and knowledge management.



Is \$45 Billion for Federal IT too much or not enough?

Chronic Problems

- ***Few gains from “islands of automation”***
- ***Fad buying --shows people are open to change, but ...***
- ***Technology does not replace good management, but good government management requires technology***
- ***Communication gap between IT and Lines of Business***
- ***Lack of Business Cases and Enterprise Architecture***
- ***Few performance plan successes***



Our challenge: optimize IT spending

- ***5600 G2B, G2G, & G2C Transactions to be put on-line***
- ***About 1000 intragovernmental transactions to be put on-line***
- ***31 million web pages operational across the federal Government***
- ***Alignment with Agency performance plans***



The Administration's Guiding Principles for E-Government:

Unify

e-business/e-government will integrate “islands of automation” while providing a secure environment and protecting privacy

Unify Now:

- Within lines of business (across agencies)
- Empowering employees

Unify Next Year:

- Across lines of business
- Across agencies and levels of government
- Empowering government's customers

&

Simplify

We must simplify business processes to maximize the benefit from technology

Automating the past has no benefit:

- Must use advances in IT and redesign process with new capabilities in mind
- Must take advantage of newly unified information flows

Result:

Processes that will be faster, cheaper, and more effective

While working within available funding and using an e-government fund for seed money

Data compiled for Agency Budget Exhibits and Agency Websites (this is not intended as full accounting)

Where are we today: The Business Architecture – That Isn't

487 Business Lines operating in agencies or

...each line of business is being performed by 19 agencies (average)

... each agency supports 17 lines of business (average)

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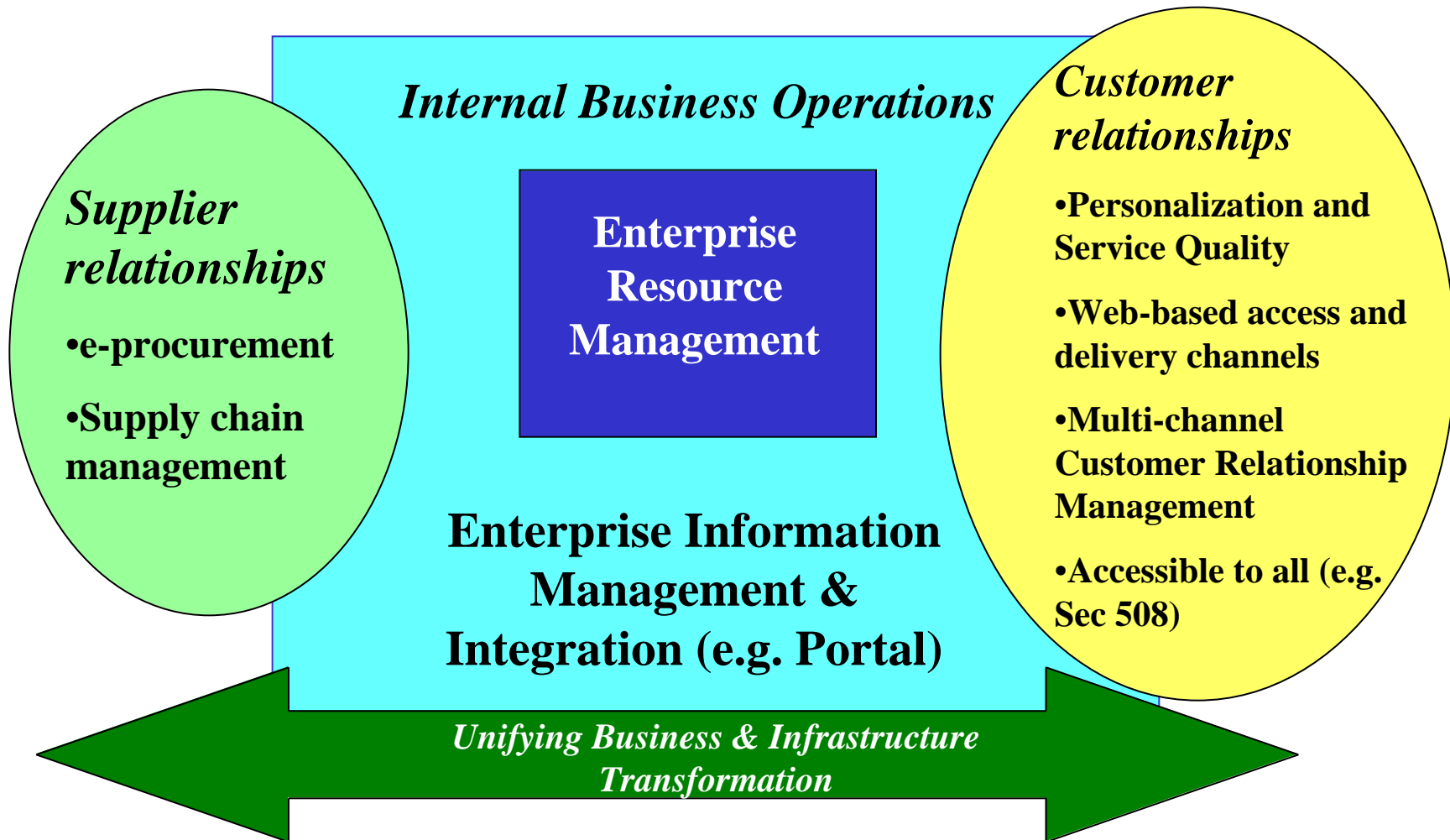
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What will it look like in the end?

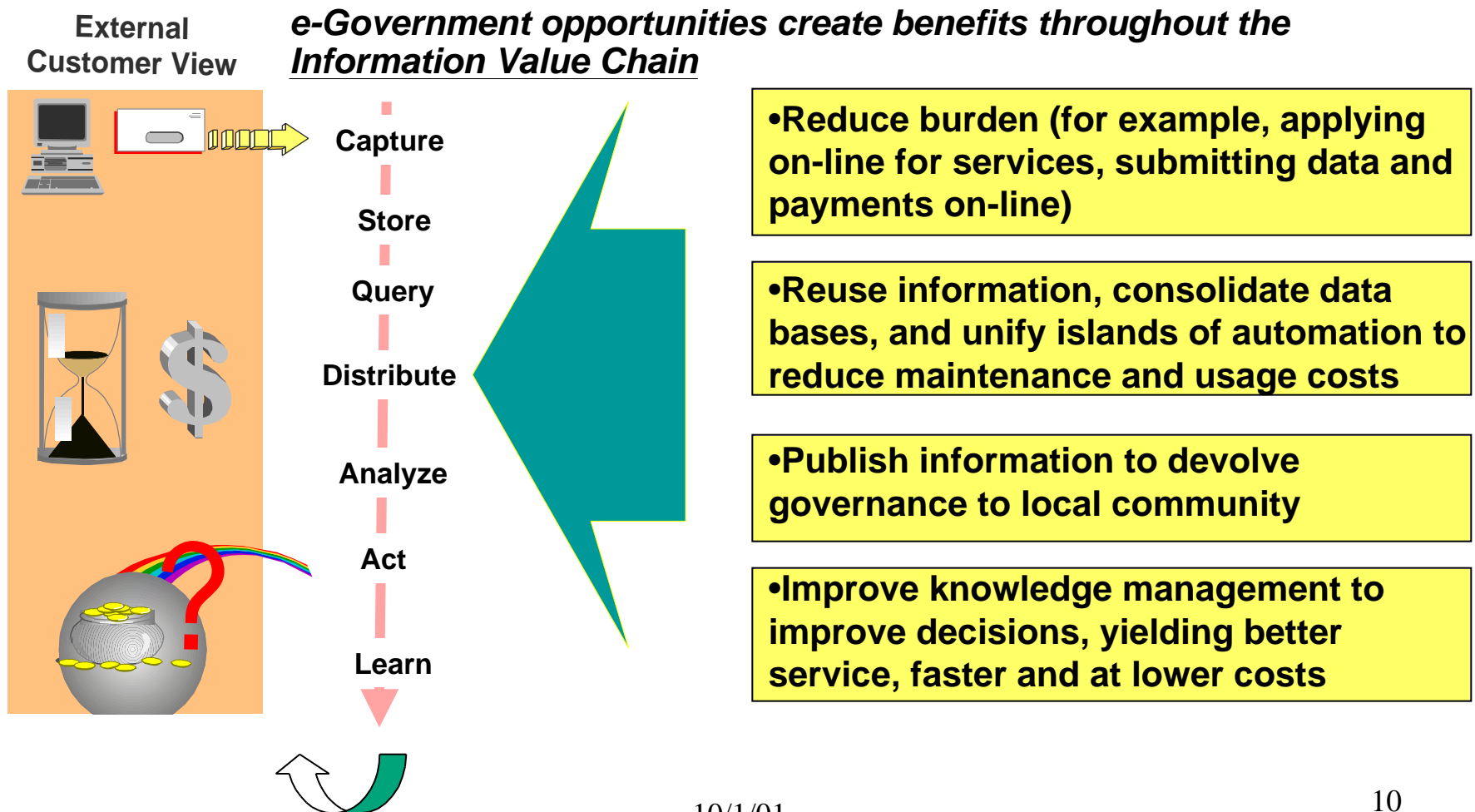
“Click & Mortar” Business Design





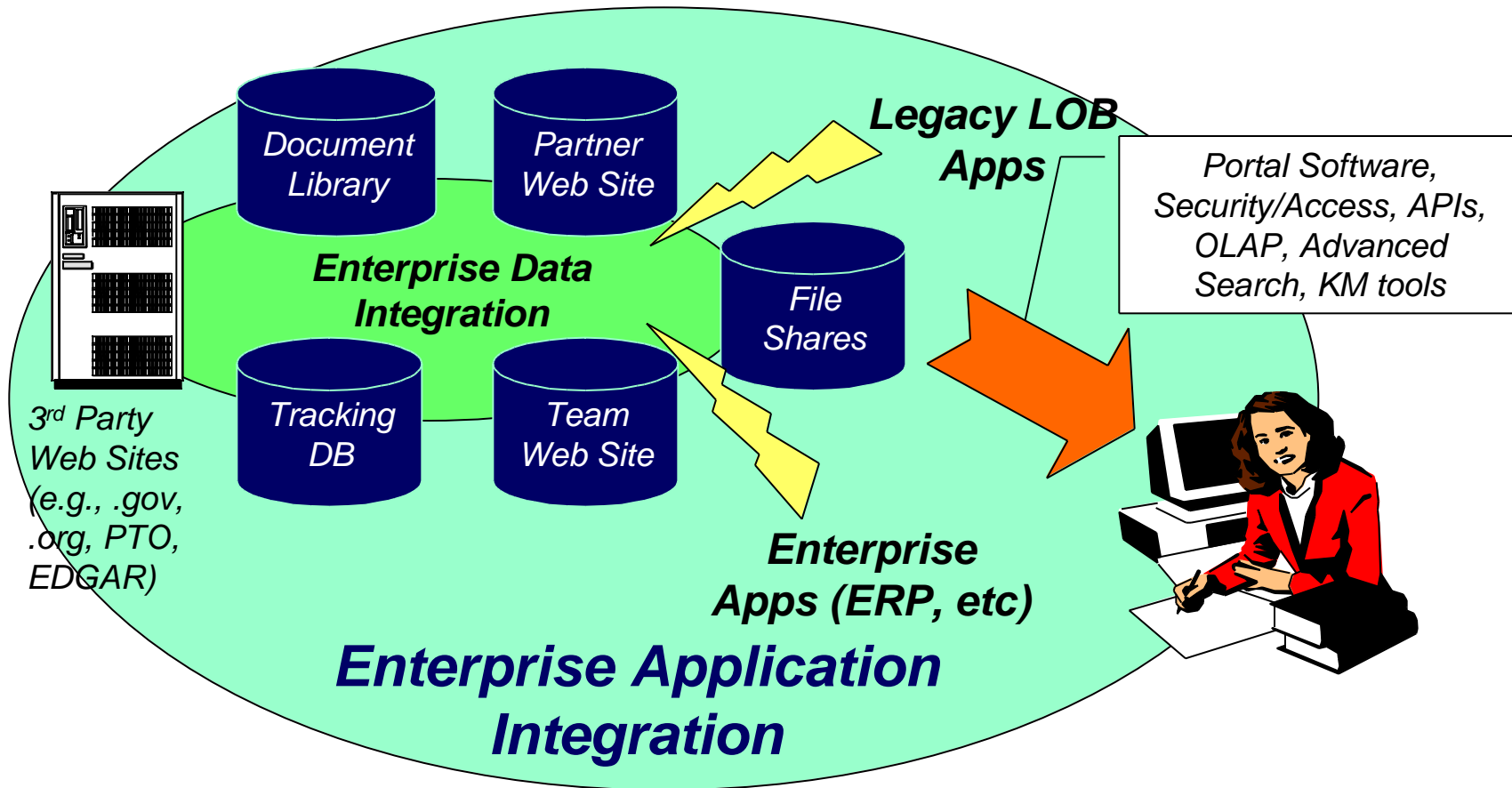
What does this mean?

Users Must Have a Unified View of data and Simple Business Processes In order to Reap Benefits From e-Government



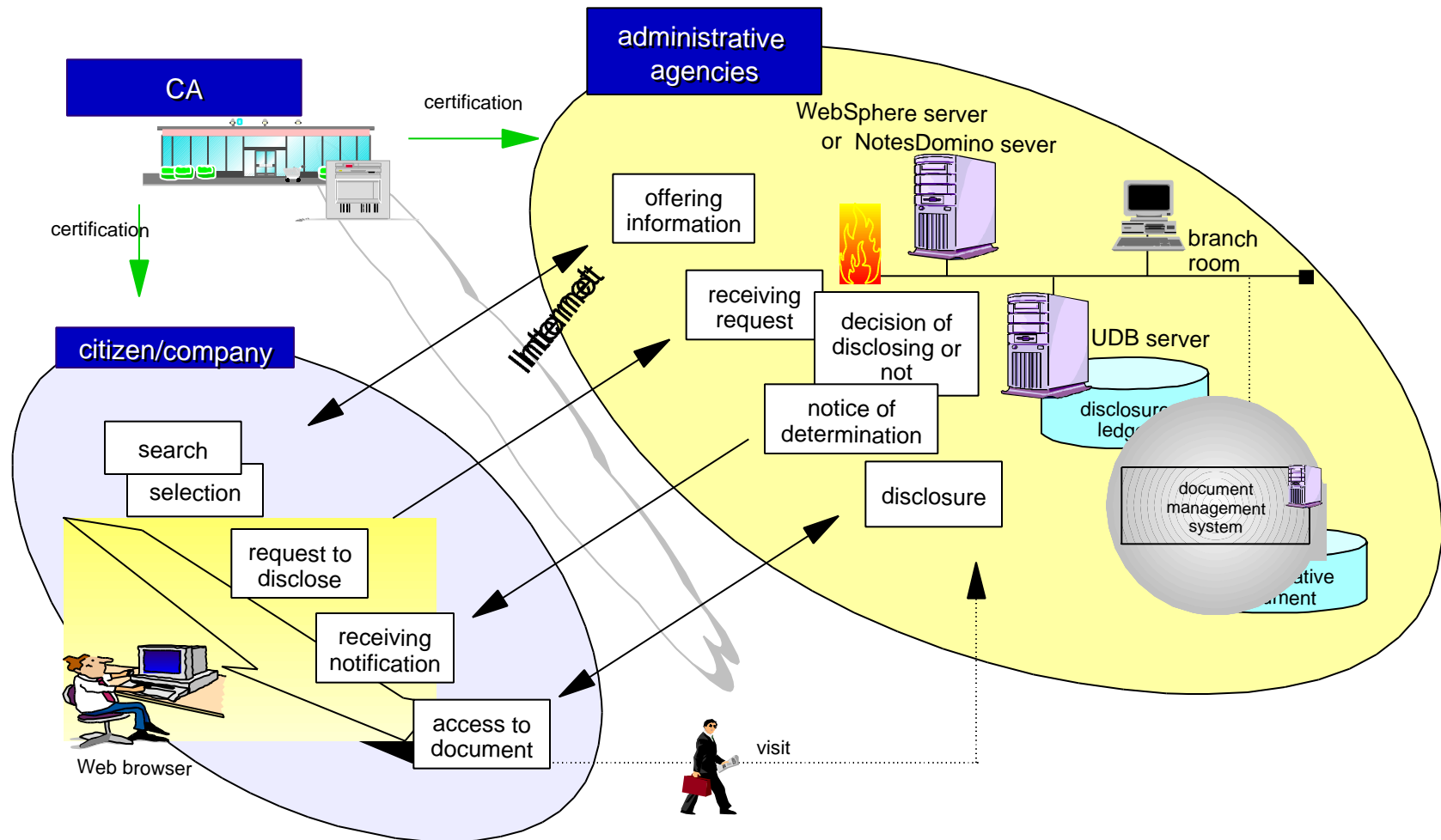


The Knowledge Worker: Enterprise Information Management and Enterprise Application Integration Improve Information Access and Use





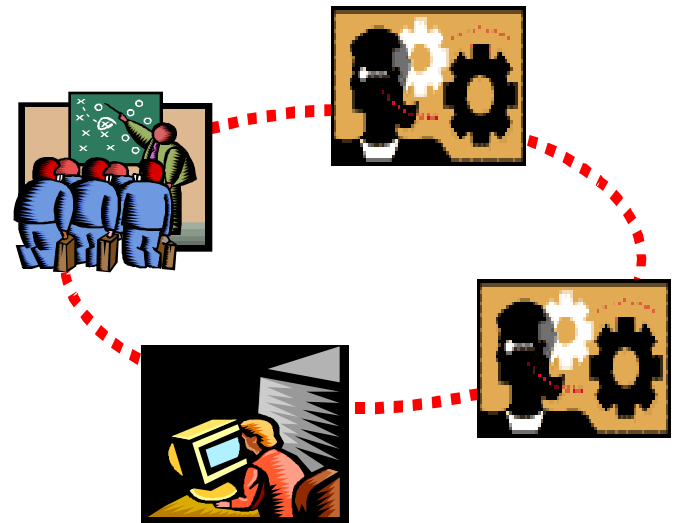
Example: Regulatory Decisions and Information Disclosure over the Web will require new IT and work processes





Knowledge Communities are a fundamental KM strategy that we will need to use in simplifying and unifying

- Support the “invisible” structures that actually run the business
- Formalize and scale the informal knowledge networks
- The only proven tactic to sustain KM behaviors



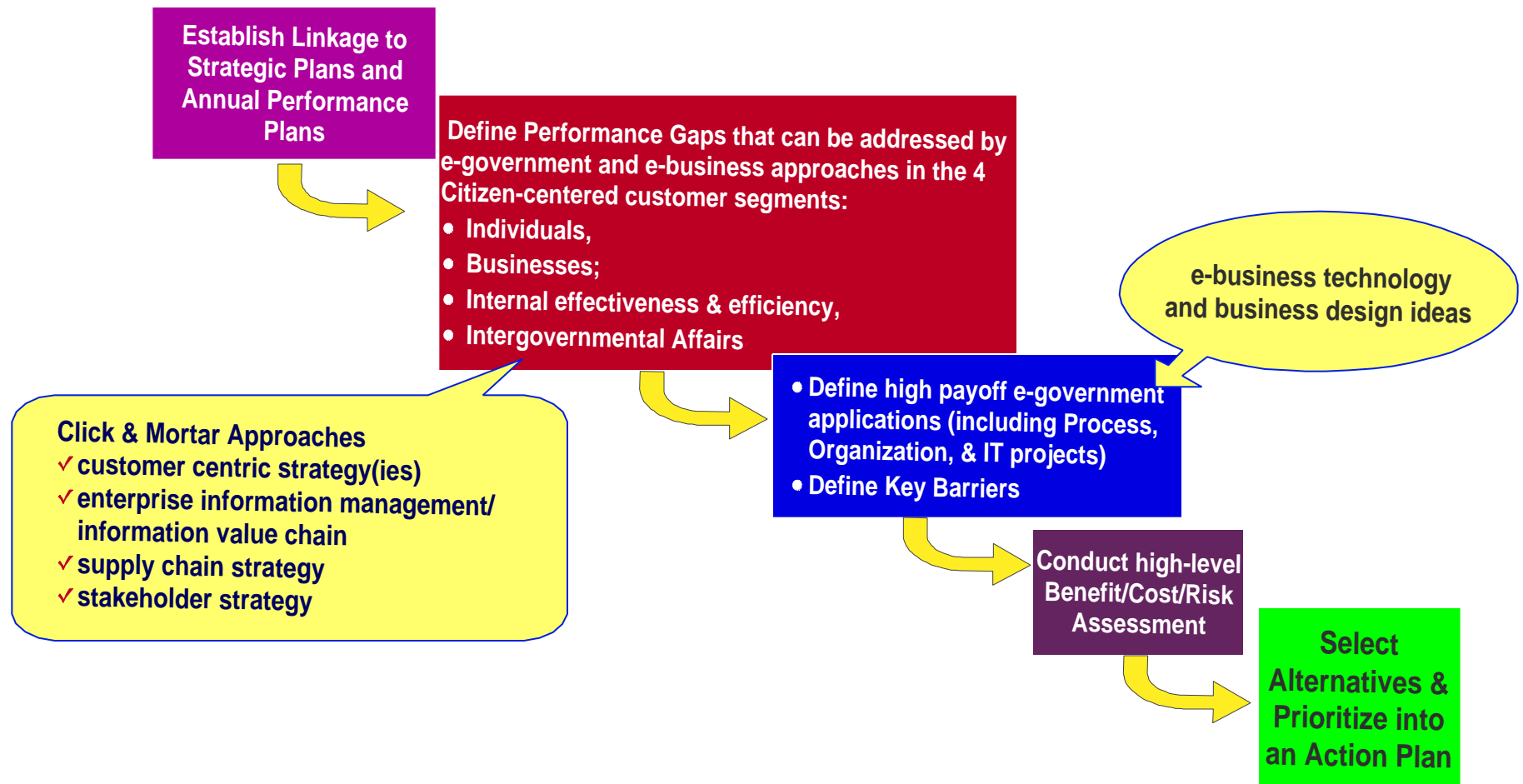


Key Governance Issues Will Arise on Many Items Beyond Funding

- Executive Leadership
- Line of Business Partnerships
- The KM challenge: Who “owns”:
 - The process
 - The applications and IT
 - The data
 - The community of interest (staffing, skills, etc.)
 - The relationship with the citizen
- Who leads, builds, and controls the integration of the delivery channel



Project Quicksilver: We'll Apply a Quick-wins Method for Achieving the e-Government Strategy





In conclusion, some points to consider:

- **e-Government efforts are government reform efforts**
- **Knowledge Management tools can drive productivity if we can bring them into our agencies**
- **Success will require clear definition of governance, roles and responsibilities**
 - **Measurable success**
 - **Change Management or Management of Change**
 - **Modernization by integration and simplification around customer needs**
 - **Cure chronic problems**
 - **Prevent focus on just IT infrastructure issues**